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PATENT
Attorney Docket No. MSC-001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S): Bergh *et al.*
SERIAL NO.: 09/575,283 GROUP NO.: 3623
FILING DATE: April 22, 2000 EXAMINER: Johanna Stimpak
TITLE: Customer Lead Management System

CERTIFICATE OF FIRST CLASS MAILING UNDER 37 C.F.R. 1.8

I hereby certify that this correspondence, and any document(s) referred to as enclosed herein, is/are being deposited with the United States Postal Service as first class mail, postage prepaid, in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this 7th day of July, 2004.


Emily Walsh

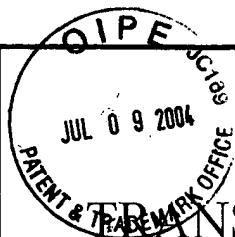
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Submitted herewith is/are:

1. Transmittal Form (1 page);
2. Copy of Executed Power of Attorney by Assignee and Revocation of Prior Powers (3 pages);
3. Patent Practitioners of Record under 37 C.F.R. § 1.32(c)(3) (1 page); and
4. Return receipt postcard.

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TRANSMITTAL FORM

| | |
|---------------------------|-----------------|
| Application Serial Number | 09/575,283 |
| Filing Date | April 22, 2000 |
| First Named Inventor | Bergh |
| Group Art Unit | 3623 |
| Examiner Name | Johanna Stimpak |
| Attorney Docket No. | MSC-001 |
| Patent No. | Not applicable |
| Issue Date | Not applicable |

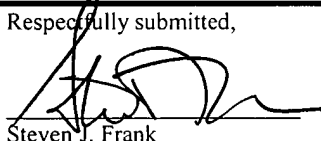
ENCLOSURES (check all that apply)

| | | |
|---|---|--|
| <input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Check Attached <input type="checkbox"/> Copy of Fee Transmittal Form | <input type="checkbox"/> Copy of Notice to File Missing Parts of Application <input type="checkbox"/> Formal Drawing(s) | <input type="checkbox"/> Notice of Appeal to Board of Patent Appeals and Interferences <input type="checkbox"/> Appeal Brief (in triplicate) |
| <input type="checkbox"/> Amendment/Response <input type="checkbox"/> Preliminary <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Letter to Official Draftsperson including Drawings [Total Sheets _____] | <input type="checkbox"/> Request For Continued Examination (RCE) Transmittal <input type="checkbox"/> Power of Attorney (Revocation of Prior Powers) <input type="checkbox"/> Terminal Disclaimer | <input type="checkbox"/> Status Inquiry <input checked="" type="checkbox"/> Return Receipt Postcard <input checked="" type="checkbox"/> Certificate of First Class Mailing under 37 C.F.R. 1.8 <input type="checkbox"/> Certificate of Facsimile Transmission under 37 C.F.R. 1.8 |
| <input type="checkbox"/> Petition for Extension of Time | <input checked="" type="checkbox"/> Executed Declaration and Power of Attorney for Utility or Design Patent Application | <input checked="" type="checkbox"/> Additional Enclosure(s) (please identify below) <input checked="" type="checkbox"/> Patent Practitioners of Record under 37 C.F.R. §1.32(c)(3) |
| <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Form PTO-1449 <input type="checkbox"/> Copies of IDS Citations | <input type="checkbox"/> Small Entity Statement <input type="checkbox"/> CD(s) for large table or computer program | |
| <input type="checkbox"/> Certified Copy of Priority Document(s) | <input type="checkbox"/> Amendment After Allowance | |
| <input type="checkbox"/> Sequence Listing submission <input type="checkbox"/> Paper Copy/CD <input type="checkbox"/> Computer Readable Copy <input type="checkbox"/> Statement verifying identity of above | <input type="checkbox"/> Request for Certificate of Correction <input type="checkbox"/> Certificate of Correction (in duplicate) | |

CORRESPONDENCE ADDRESS

Direct all correspondence to: Patent Administrator
Testa, Hurwitz & Thibault, LLP
High Street Tower
125 High Street
Boston, MA 02110
Tel. No.: (617) 248-7000
Fax No.: (617) 248-7100

SIGNATURE BLOCK

Respectfully submitted,

Steven J. Frank
Attorney for Applicants
Testa, Hurwitz & Thibault, LLP
High Street Tower
125 High Street
Boston, MA 02110

Date: July 7, 2004
Reg. No. 33,497
Tel. No.: (617) 310-8108
Fax No.: (617) 248-7100



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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

POWER OF ATTORNEY BY ASSIGNEE OF ENTIRE INTEREST
REVOCATION OF PRIOR POWERS AND NEW POWER OF ATTORNEY

Sir:

As assignee of record of the entire interest of the above-identified

- ☒ application,
☐ patent,

all powers of attorney previously given are hereby revoked, and

the following attorneys and/or agents are hereby appointed to prosecute and transact all business in the U.S. Patent and Trademark Office connected therewith.

| | |
|----------------------|-----------------|
| Andrew F. Abramson | Reg. No. 52,538 |
| Elias C. Behrakis | Reg. No. 47,416 |
| Mark L. Beloborodov | Reg. No. 50,773 |
| Robert S. Blasi | Reg. No. 50,389 |
| Michael H. Brodowski | Reg. No. 41,640 |
| Fangli Chen | Reg. No. 51,551 |
| John J. Cotter | Reg. No. 38,116 |
| James C. De Vellis | Reg. No. 52,814 |
| Robert V. Donahoe | Reg. No. 46,667 |
| Brian A. Fairchild | Reg. No. 48,645 |
| James E. Fajkowski | Reg. No. 54,089 |
| Jason P. Fiorillo | Reg. No. 52,892 |
| John V. Forcier | Reg. No. 42,545 |
| Steven J. Frank | Reg. No. 33,497 |
| Kia L. Freeman | Reg. No. 47,577 |
| Brian M. Gaff | Reg. No. 44,691 |
| Duncan A. Greenhalgh | Reg. No. 38,678 |
| William R. Haulbrook | Reg. No. 53,002 |
| Ira Heffan | Reg. No. 41,059 |

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| Andrew L. Jagenow | Reg. No. 51,842 |
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| William A. Meunier | Reg. No. 41,193 |
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| Jason A. Reyes | Reg. No. 41,513 |
| Christopher W. Stamos | Reg. No. 35,370 |
| Robert J. Tosti | Reg. No. 35,393 |
| Thomas A. Turano | Reg. No. 35,722 |
| Natasha C. Us | Reg. No. 44,381 |
| Christine C. Vito | Reg. No. 39,061 |
| Carolyn E. Whyte | Reg. No. 55,728 |
| Daniel A. Wilson | Reg. No. 45,508 |

☐ Attached as part of this power of attorney is the authorization of the above-named attorneys/agents to accept and follow instructions from my representatives.

Assignee also hereby grants additional Powers of Attorney to the attorneys and/or agents named above to file and prosecute foreign national patent applications in any and all countries of the world, a regional patent application under the European Patent Convention and/or an international application under the Patent Cooperation Treaty based upon the above-identified application, including a power to meet all designated office requirements for designated states.

All future correspondence should be sent to:

Patent Administrator
Testa, Hurwitz & Thibault, LLP
High Street Tower
125 High Street
Boston, MA 02110

PLEASE ASSIGN PTO CUSTOMER NUMBER 021323 TO THIS APPLICATION

The assignee of record of the entire interest of the above-identified

☒ application

☐ patent

is

Name of assignee of entire interest

MarketSoft Software Corporation
Ten Maguire Road
Lexington, MA 02421-3112

- ☒ Recorded in PTO on September 27, 2000
Reel No.: 011141
Frame No.: 0033
☐ Recorded herewith

Dated: _____

6/22/04

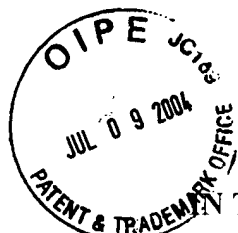
Respectfully submitted,

MARKETSOFT SOFTWARE CORPORATION



Bill Price
Chief Financial Officer
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TITLE: Customer Lead Management System

Mail Stop Missing Parts
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PATENT PRACTITIONERS OF RECORD UNDER 37 C.F.R. § 1.32(c)(3)

Dear Sir:

Under 37 C.F.R. § 1.32 (c)(3), the following patent practitioners listed on the concurrently submitted Declaration and Power of Attorney For Utility or Design Patent Application should be recognized by the U.S. Patent and Trademark Office as being of record in the above-identified patent application to which the power of attorney is directed.

| | | | |
|-----|-----------------------|------------------|--------|
| 1. | Michael H. Brodowski | Registration No. | 41,640 |
| 2. | John J. Cotter | Registration No. | 38,116 |
| 3. | Steven J. Frank | Registration No. | 33,497 |
| 4. | William R. Haulbrook | Registration No. | 53,002 |
| 5. | Ira V. Heffan | Registration No. | 41,059 |
| 6. | Christopher W. Stamos | Registration No. | 35,370 |
| 7. | Robert J. Tosti | Registration No. | 35,393 |
| 8. | Thomas A. Turano | Registration No. | 35,722 |
| 9. | Natasha C. Us. | Registration No. | 44,381 |
| 10. | Christine C. Vito | Registration No. | 39,061 |

The Patent Office is requested to contact the undersigned with any questions.

Respectfully submitted,

Steven J. Frank
Attorney for Applicants
Testa, Hurwitz, & Thibeault, LLP
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Boston, Massachusetts 02110

Date: July 7, 2004
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